AirPods Service Readiness Guide

Service Strategy

The repair strategy for AirPods will be an in-store swap. The left and right AirPod as well as the charging case will be serviced individually and have their own service part numbers. The AirPods and charging case are only available from finished goods as a set that includes the left and right AirPods and the charging case.

Serialization

The charging case has a 12-digit Apple serial number, the AirPods are not serialized. The 12-digit Apple serial number is located on the under side of the charging case lid.

Creating a Repair

The 12-digit serial number of the charging case should be used to create a repair for the case as well as the AirPods. See RS215 for more details.

Creating a Repair for Missing Parts

If service is needed on a charging case that is not present, a repair can be created using the charging case 12-digit Apple serial number from a valid proof of purchase (POP). Service is not available without POP. If the customer bought the AirPods at an Apple Store, POS Admin can be used to attempt to locate the serial number. The KBB Keeper functionality should be used to indicate there is no part being returned. See RS215 for more details.

If service is needed on a right or left AirPod that is not present, a repair can be created using the 12-digit Apple serial number on the charging case or the charging case 12-digit Apple serial number from a valid proof of purchase (POP). The KBB Keeper functionality should be used to indicate there is no part being returned. See RS215 for more details.

Customers will be charged OOW pricing for service on missing parts.

Charging Case: A Standalone Battery

The AirPod charging case is considered a standalone battery based on ICAO regulations. KGB charging cases will ship from the warehouse with 30% or less state of charge. KBB charging cases will also need to ship ground.

As the AirPod cases will ship from the warehouse at 30% or less state of charge, each KGB AirPod case will include an instruction to customers to charge their AirPod case before use. See RS215 for more details.

Warranty

AirPods have a one-year limited warranty. AppleCare+/APP is not available.

Known good parts for troubleshooting

Each store should expense one set of AirPods for troubleshooting.

Diagnostics

There are currently no diagnostics for AirPods or the charging case. Refer to the Integrated Troubleshooting articles for assistance with correct Component and Issue classification.

Integrated Troubleshooting

Troubleshooting steps and methods are outlined in the Integrated Troubleshooting (IT) flows available in MobileGenius and GSX:

IT1371: AirPods: Accessories: Accessory Issues

IT1372: AirPods: Connectivity: Control Issues

IT1373: AirPods: Connectivity: Wireless Connection Issues

IT1374: AirPods: Mechanical: Physical Damage Issues

IT1375: AirPods: Mechanical: Unusual Heat or Odor

IT1376: AirPods: Power: Power Issues

IT1377: AirPods: Sound: Microphone Issues

IT1378: AirPods: Sound: Sound Issues

Service Training and Documentation

Service training and documentation will be published at launch:

TP1527: AirPods Visual Mechanical Inspection (VMI)

TP1527: AirPods: Service Guide

More Information

For more information on using, charging, pairing, and adjusting the features of AirPods refer to these public-facing articles:

HT207010: AirPods - How to Use

HT207012: Charge/Pairing with your charging case

HT207009: Adjust the features of your AirPods

See the next page for U.S. service process immediately after launch and EFFA instruction.

U.S. Service Process After Launch and EFFA Instructions

Because AirPods consist of three separate pieces, the EFFA process will differ from other Apple products.

Launch + 0–2 weeks:
Service parts will not be shipped to stores and will not be visible in MobileGenius. If a customer needs service, use in-store finished goods. If finished goods are not available, work with your Genius Admin to place a GCRM CRU order following the process outlined in RS109. These CRU orders are automatically prioritized and shipped as soon as possible. When customers come to pick up their replacement product, be sure to collect all three pieces.

Launch + 2 weeks:
Service parts will start shipping to stores and will be visible in MobileGenius. MobileGenius will not allow a repair to be created unless all three AirPods parts are selected.

MobileGenius will allow individual service parts to be selected for repair when the EFFA period is over. The service process will then follow the service strategy outlined on page 1.

Processing an EFFA Capture

When prompted for a capture in POS or MobileGenius, all three pieces must be captured to conform with battery regulations. When creating an EFFA capture for AirPods, be sure you select "Service EFFA" in Backstage for Service Good EFFA units, and select "FG- Mac/Watch/Beats" for Finished Good Service Units. Both of these units should be sent back to 650 Almanor Drive, Sunnyvale, CA 94085.

Charging Case Only for Capture

If only the charging case is available for capture, the charging case must be shipped by ground in the RTW tote as it is considered a standalone battery. See OP24 for more details and guidance on how to safely handle batteries and for additional guidance on standalone and embedded batteries.

Note: EFFA captures will not be required for Alaska and Hawaii. If your location is in Alaska or Hawaii, continue to treat this product as a standalone battery and dispose of it accordingly. Charging pod will be provided to local recycler for recycling and the ear buds can be dropped into your KBB RTW tote.